

## **14 FAH-5 H-420 USPS SPECIAL SERVICES MAIL**

*(CT:DPO-1; 11-14-2013)  
(Office of Origin: A/LM)*

### **14 FAH-5 H-421 HANDLING OF ACCOUNTABLE MAIL**

#### **14 FAH-5 H-421.1 Product Tracking Service (PTS)**

*(CT:DPO-1; 11-14-2013)*

- a. The Automated Military Postal System (AMPS) Product Tracking Service (PTS) module is used for tracking mail with United States Postal Service (USPS) special services (e.g. Insured Mail Over \$200, Insured Mail Under \$200, Certified Mail and Delivery Confirmation). These services contain barcoded labels; upon receipt at the servicing Diplomatic Post Office (DPO) the barcodes will be scanned in order to capture and report this data to USPS through AMPS.
- b. USPS policy requires DPOs to scan mail items upon receipt that have barcodes listed in "a" above as well as outgoing mail items when the customer presents their item for mailing.
- c. There are two ways to enter PTS tracking data into AMPS: Automated Data Entry and Manual Data entry. Manual data entry is necessary when the barcode cannot be scanned into AMPS using the automated process.
- d. For the most current data entry process follow the "DPO Mail Scanning Procedures" guide at the Office of Diplomatic Pouch and Mail (DPM) Website.

#### **14 FAH-5 H-421.2 Processing of Special services Mail**

##### **14 FAH-5 H-421.2-1 Receipt of Special Services Mail**

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- a. After scanning into AMPS, the Form PS-3849 (which is orange) must be used for the initial notification of receipt of accountable mail. Prepare and deliver the form the day the item is sorted.
- b. Mark the item with the preparation date of the notice and store it separately from non-accountable articles. There should be an established receptacle or lockable container or room within the DPO office with limited access for storage

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of this mail.

## **14 FAH-5 H-421.2-2 Delivery of Special Services Mail**

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- a. Mail clerks must deliver accountable mail only to the addressee or authorized agent (see 14 FAH-5 H-311).
- b. Require customer identification before delivering accountable mail. Government ID or U.S. passport identifying the bearer by photograph and signature is acceptable.
- c. The mail clerk will print and sign his first initial and last name in the "Delivered By" block of the Form PS-3849.
- d. File Form PS-3849 numerically and annually by the last two digits of the identifying item number. Retain all forms for 2 years.
- e. For undeliverable or unclaimed Accountable Mail, see 14 FAH-5 H-421.3-2.

## **14 FAH-5 H-421.2-3 Temporary Absence From Post**

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- a. If the sponsor is on a temporary duty assignment (TDY), on leave, hospitalized, etc., annotate the Form PS-3849, "Delivery Notification/Reminder/Receipt," and the mail being held, "HOLD UNTIL (DATE)." Place the form in the mailbox and leave the mail in the storage location.
- b. If the mail is not picked up on 10 calendar days after the "HOLD UNTIL (DATE)" and the form is still in the mailbox, contact the section to determine the sponsor's status.
- c. If the form is not in the mailbox, prepare another Form PS-3849 and annotate it as "Final Notice" with original receipt date, storage area, and current date.
- d. Hold accountable mail for another 5 days for a total of 15 calendar days, unless otherwise directed by the sponsor.
- e. Prepare a Form PS-3849 for each undeliverable accountable article. Show the disposition (e.g., returned to sender, forwarded, etc.) on the back of the form. Sign and date the form.

## **14 FAH-5 H-421.2-4 Insured and Certified Mail**

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- a. If the Insured or Certified item has not been claimed within five days from the first notice, prepare another Form PS-3849, mark the form to show that it is the second notice, and annotate the new date on the item.
- b. If the mail still has not been claimed within 10 days of the second notice, verify

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the addressee's status with their section. Annotate disposition of the mail on the Form PS-3849 with the information received from the section.

- c. Prepare a Form PS-3849 for each undeliverable accountable article. Show the disposition (e.g., returned to sender, forwarded, etc.) on the back of the form. Sign and date the form.

## **14 FAH-5 H-421.3 Processing of UNCLAIMED Mail**

### **14 FAH-5 H-421.3-1 Unclaimed Mail**

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Unclaimed mail is mail that was placed into a mail receptacle but was not picked up by the addressee or authorized agent in a timely manner. DPO's are required to forward all single-rate Priority, First-Class, Express, Standard Mail, and Package Services, that is annotated with either "Address Service Requested" or "Forwarding Service Requested," as applicable whenever possible.

### **14 FAH-5 H-421.3-2 Unclaimed Accountable Mail**

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For Unclaimed Accountable Mail (unclaimed after 30 days) the DPO mail clerk must prepare a Form PS-3849 for each undeliverable accountable article. Show the disposition (e.g., returned to sender, forwarded, etc.) on the back of the form. Sign and date the form and process the mail item as necessary.

### **14 FAH-5 H-421.3-3 Unclaimed First-Class Mail**

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First Class Mail that is unclaimed after 30 days, and/or the Employee Service Center cannot provide current mail forwarding information, will be returned to the sender and endorsed "Unclaimed."

### **14 FAH-5 H-421.3-4 Unclaimed Standard, Pre-sorted Standard, Bulk and Magazines**

*(CT:DPO-1; 11-14-2013)*

Unclaimed mail other than Accountable or First Class Mail is considered standard mail and should be handled as such. Standard mail is not forwarded for a period longer than 60 days.

## **14 FAH-5 H-422 THROUGH H-429 UNASSIGNED**